



U.S. Department of State  
Passport Services

## NOTICE TO PASSPORT ACCEPTANCE AGENTS

October 7, 2021

### Important Information about the DS-11 Application Form

In response to several inquiries from Passport Acceptance Agents, as well as addressing some common Agent errors that can delay the issuance of a passport, please carefully review the information below.

#### **Applying for a Passport for a Child (Minor) Under the Age of 16**

**All applicants under age 16 must be physically present with their parent(s) or guardian(s) when applying for their passport.** The language explicitly stating this was not included on the new DS-11 form, but it is still a requirement. We are in the process of updating the DS-11 form to include the explicit language for minor applicants.

#### **Verifying the Identity of the Applicant – Digital Driver’s License**

Digital driver licenses **are not acceptable** when applying for a passport. Applicants who are using a driver’s license as their primary identification document must show you their physical license and provide a photocopy. The photocopy must be submitted with the DS-11 application.

#### **Application Review**

- Missing Information - Prior to executing the passport application, please review it in its entirety to make sure it is complete. Incomplete applications will result in a delay of processing the application. For example, a common error is an applicant neglecting to mark the box indicating their sex.
- Correcting Errors - **If the applicant makes an error on the DS-11, they must complete a new DS-11 form.** Corrections made with white-out, crossing out the incorrect information, writing the correction on top of the error, etc., are not acceptable.

Please feel free to contact your regional Customer Service Manager(s) with any questions about this notice.